

**Appointment Type:** Permanent  
**Working Time:** Full Time  
**Reference Code:** 20652i  
**Opening Date:** 02/03/2010  
**Closing Date:** 02/15/2010

## **Information Technology Specialist 4**

**\$4,542 - \$5,958 per month (Range 62) with a comprehensive benefits package!**

### **Agency Information**

The Department of Corrections is seeking a highly motivated and qualified individual as an Information Technology Specialist 4. This position is located in Tumwater, Washington.

IN ORDER TO BE CONSIDERED FOR THIS POSITION, WHEN APPLYING, YOU MUST INCLUDE A LETTER OF INTEREST EXPLAINING IN DETAIL HOW YOU MEET THE REQUIRED QUALIFICATIONS AND DESIRED QUALIFICATIONS OF THIS POSITION AS OUTLINED IN THIS RECRUITMENT.

### **AGENCY PROFILE**

The Department of Corrections, as a partner in the criminal justice system, enhances public safety, administers criminal sanctions and programs in accordance with the law, and provides leadership for the future of corrections in Washington State.

DOC offers:

- > Hundreds of rewarding and exciting careers
- > Flexible schedules
- > Comprehensive compensation packages
- > Training and development opportunities
- > The fulfillment of public service

Agency Mission: To Improve Public Safety.

The Department consists of the Office of the Secretary, Prisons Division, Community Corrections Division, Government, Community Relations & Regulatory Compliance Division, Administrative Services Division, Offender Treatment & Re-Entry Programs Division, and Health Services Department. The Department employs over 9,000 staff and has a biennial budget of approximately \$1.8 billion.

For additional information about the Department of Corrections, please visit [www.doc.wa.gov](http://www.doc.wa.gov).

### **Duties**

This position assures effective implementation of Information Technology (IT) services in support of deployment and on-going operation of the Automated Time Labor and Scheduling (ATLAS) system through appropriate use of consulting with customers, analysis, design of the Department's mission and programs, as well as practical server database experience. Works with the software vendor, roster managers, accounting managers, and internal information technology staff to assist the software vendor with the agency-wide implementation. Duties include:

- > Project planning and monitoring, leading the IT support and troubleshooting efforts during and after implementation.
- > Designing and programming special reports from the database to ensure continued, effective operation and development of the Roster Management system.
- > Provides planning, consultation, and advisory services for the system to users, management, and technical staff. Monitors data interfaces between the ATLAS system and other Department of Human Resources and Payroll applications, to ensure quality and integrity of the data.
- > Analyzes and resolves complex problems, error conditions, and data discrepancies created during interface processing.
- > Monitors ongoing application maintenance tasks using status reports to supervisor on progress, resource utilization, and production performance of other MS SQL databases assigned by supervisor.
- > Participates in new and ongoing agency projects with applications using SQL database.
- > Test and evaluate monitoring and troubleshooting tools for SQL, to include new versions of SQL Server.

- > Maintains documentation on all systems assigned according to Information Systems Support Group (ISSG) documentation standard.
- > Conducts capacity planning, integrated systems performance evaluation and the modification of configurations to enhance the performance of Microsoft SQL services and associated applications.
- > Provides consultative and advisory services on Microsoft SQL Database applications for the DOC internal customers and IT management in both written and verbal communication and convey technical terms in a non-technical manner.
- > Manages Microsoft SQL database projects through technical expertise by tracking progress against schedule, conducting periodic reviews, reporting status and submitting change requests.

## **Qualifications**

### **REQUIRED QUALIFICATIONS**

- > Three or more years of full time work experience performing all of the following: configuring, installing, managing, maintaining, and troubleshooting Microsoft SQL Server 2000 and/or Microsoft SQL Server 2005;
- > Two or more years of full time work experience installing, managing, and supporting Microsoft Server 2000 or Microsoft Server 2003; and
- > Possess a working knowledge and understanding of Active Directory and the knowledge and ability to create and maintain security groups as it pertains to Microsoft SQL.

Experience in these specific areas may be gained concurrently.

### **DESIRED QUALIFICATIONS:**

- > One year working with Transact-SQL;
- > One year experience with Disaster Recovery scenarios;
- > One year adequate knowledge of solving contention problems;
- > One year skills in performance tuning including both query and server optimization;
- > Three years technical and customer (internal and external) service skills;
- > One year with good communication and documentation skills; and
- > Four years of information technology full time work experience as it pertains to Microsoft Windows technologies.

## **Special Notes**

Please consider the following when deciding whether to apply for this opportunity:

- > Flexible with changes to work schedule due to need for incident response.
- > Provides off-hours contact information for emergencies.
- > Located in an office setting in an open environment of cubicles and offices in Tumwater, Washington.
- > All DOC facilities and vehicles are smoke and/or tobacco free; and
- > All Department of Corrections' employees are fingerprinted for a criminal history background check.

### **APPLICATION PROCESS:**

IN ORDER TO BE CONSIDERED FOR THIS POSITION, WHEN APPLYING, YOU MUST INCLUDE A LETTER OF INTEREST EXPLAINING IN DETAIL HOW YOU MEET THE REQUIRED QUALIFICATIONS AND DESIRED QUALIFICATIONS OF THIS POSITION AS OUTLINED IN THIS RECRUITMENT.

In order to be considered for this position, you must complete the entire Application Wizard however, completion of the Diversity Profile Questionnaire is optional. To ensure you complete the entire application, once in the Application Wizard, scroll to the right of the page and use the arrows to go to additional tabs. Remember to click on "Save" at the bottom of each tab to ensure your entries are saved. Be sure to also unlock your profile and keep your email address and other contact information current.

For further information about managing your application and profile, please refer to "Manage Your Job Applications and Profile" link located under the "Tips and Help" heading within [www.careers.wa.gov](http://www.careers.wa.gov).

## **Other Information**

Washington State Employees enjoy outstanding comprehensive benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; flexible work hours; training; and state retirement plans. For more information please visit: <http://www.doc.wa.gov/jobs/benefitssummary.asp>.

## CORE COMPETENCIES

The Core Competencies for all Department of Corrections' employees are: Safety, Treats Others with Respect and Courtesy, Dependability, Accountability, Judgment and Problem Solving, Leadership, Communication, Relationship Building, and Ethics and Integrity.

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing this announcement in an alternative format, may call (360) 664-1960 or toll free (877) 664-1960 or Telecommunications Device for the Deaf (360) 664-6211. For questions about this recruitment, email [clvanderhule@doc1.wa.gov](mailto:clvanderhule@doc1.wa.gov).

## How to Apply

**For job seekers who are not permanent state of Washington employees:**

1. Go to <http://careers.wa.gov/SearchAndApply.htm>.
2. If you are a new user, click on Register Now under the heading: **New Users**. Complete the fields under the **Registration** page. Remember to read and confirm acceptance of the Data Privacy Statement under the **Data Privacy Statement** header. Click Register. You are encouraged to build your profile in the system by clicking Option 1: Build Resume Profile under the header **My Resume**. Returning users can log-in by clicking the Job Seekers Login button.
3. Click on Apply Directly under the heading **My Job Search and Applications**.
4. In the reference code field, enter NB00020652\* and click on Start Search.
5. Click on the link Information Technology Specialist 4, Tumwater, WA under the **Job Posting** column heading to view the complete announcement and apply.
6. Click through all the tabs along the top to complete your application and a questionnaire.
7. Attach your current resume through the **Attachments** tab.
8. Submit a cover letter summarizing how your knowledge, skills and abilities meet the minimum qualifications of this position under the **Cover Letter** tab.
9. Your application will not be submitted until you hit the **Submit** button under the **Send Application** tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
10. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the **My Job Search and Application** column heading on the **External Job Seeker Start Page**. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

## Help is available

- A users' guide for applying to jobs is available at <http://careers.wa.gov/help/>.
- If you need assistance applying for this job, please call DOP at (360) 664-1960 or 1-877-664-1960 or e-mail [Information@dop.wa.gov](mailto:Information@dop.wa.gov).

